

Utility Payment Details

The City of Alcoa Utilities uses 7 billing cycles each month that are geographically arranged to make meter reading as efficient as possible. Your billing date is determined by your location within these billing cycles. Your actual billing date will vary monthly because of weekends and holidays.

If you do not receive your bill near the normal billing date, call the City of Alcoa.

If you pay before the penalty date, you may pay the NET AMOUNT TO BE PAID as indicated on the bill. If you pay after this date, you pay the GROSS AMOUNT TO BE PAID. This larger amount includes a 5 percent penalty. Your account is credited when payment is received at the City of Alcoa. Delays caused by the postal service *do not* affect the date your bill is due. See [Understanding Your Utility Bill](#) for more information.

Billing Cycle	1	2	3	4	5	6	7
Bill Mailed	10	14	18	22	26	30	4
Bill Due	25	29	3	7	11	15	19
2nd Notice	30	4	8	12	16	20	24
Service Cut Off	6	10	14	18	22	26	30
A \$15 late fee will be added on the Service Cut Off date of each cycle. Bills are due and payable upon receipt.							

Payment Locations

You may pay by mail or in person at the [City of Alcoa Municipal Building](#) during regular business hours, Monday through Friday 8:00 a.m. to 4:30 p.m. Night depositories are located at 1) the corner of Hall Road and Davies Road and 2) the City of Alcoa Municipal Building for your convenience. Also, your electric bill can be paid by [bank draft](#) or at the following Blount County banks:

- Citizens Bank of Blount County
- Regions
- SunTrust
- B B & T
- First Tennessee
- Am South
- American Fidelity
- United Community Bank

For questions about your utility bill, call 865-380-4700.